



Southern States Utilities • 1000 Color Place • Apopka, FL 32703 • 407/880-0058

November 3, 1995

Mr. William Troy Rendell
Rate Supervisor
Division of Water and Wastewater
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

by fax & U.S. Mail

Re: Docket No. 950495-WS -- Application for rate increase and change in service availability charges for Orange-Osceola Utilities, Inc. in Osceola County, and in Bradford, Brevard, Charlotte, Citrus, Clay, Collier, Duval, Highlands, Lake, Lee, Marion, Martin, Nassau, Orange, Pasco, Putnam, Seminole, St. Johns, St. Lucie, Volusia, and Washington Counties by Southern States Utilities, Inc.

Dear Troy:

I write in response to your letter dated October 16, 1995, to Mr. Brian Armstrong. I apologize that Southern States Utilities, Inc. ("SSU") was not able to provide you with the answers to the questions raised in your letter by October 27 as you requested. However, as I indicated in the voicemail messages I left you this week and Friday last week, SSU did not receive your letter until October 23, and I was not aware of it until the next day.

SSU does not flush its water lines through hose bibbs at the residences of Mr. Grover or Ms. Putnam. From the information I have been provided, the hose bibbs at these residences have been used to collect bacteriological samples required by the Department of Environmental Protection ("DEP"). Bacteriological samples must be collected monthly.

When a sample is collected from a hose bibb, the water may be allowed to run for several minutes, perhaps as much as 15 minutes, in order to insure the integrity of the sample. SSU estimates that during such a period, no more than 100 gallons of water could pass through a standard hose bibb. In short, the water run when collecting a sample could be no more than enough to fill 2 bathtubs. The cost of this amount of water will vary depending on the service area involved, but generally will be relatively minimal. For example, using the gallonage charge for the current uniform rates, 100 gallons of water costs roughly \$0.12. If the residence is also a wastewater customer not already over the wastewater gallonage cap, the wastewater charge based on 100 gallons of water use is \$0.22 under SSU's present uniform rate.

DOCUMENT NUMBER-DATE

11214 NOV 10 1995 FLORIDA'S FUTURE

FPSC-RECORDS/REPORTING



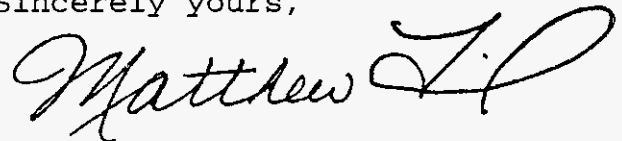
Mr. Troy Rendell
Page 2

Generally, a customer whose residence is used for sample collection is billed for the water consumed when the sample is taken. In other words, a credit is not automatically given the customer. As stated above, the amount of the credit would not be significant, no greater than \$0.34 in the uniform rates example. However, if a customer demands a credit, SSU has no objections to giving the customer one based on an applicable estimate of use.

In the past customers have not generally been provided specific notice when a sample is to be taken at their residences. SSU is investigating the necessity of a tariff change which would inform customers that samples may be required at their residences to insure their health and safety. SSU proposes to provide Mr. Grover and Ms. Putnam with a credit of \$4.08 on their next monthly bill (12 months x .34) to compensate them for their confusion and lack of knowledge of SSU's activities at their residences.

We appreciate the opportunity to respond to your inquiry, and if you would like any additional information or if you have any questions regarding the above, please call me at (407) 884-8777, ext. 260.

Sincerely yours,

A handwritten signature in black ink that reads "Matthew Feil". The signature is written in a cursive, flowing style.

Matthew Feil, Esq.
Staff Attorney

c: Parties of Record
PSC, Legal Div. (Jaber)
PSC, Records & Reprt'g Div. (corresp. file)
Mr. Barry Grover
Ms. Hilarie Putnam